

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE



Applicants: Mingte Chen, Anil K. Annadata, Kuang Huang
 Assignee: Siebel Systems, Inc.
 Title: User Interface for Multi-Channel Communication
 Serial No.: 09/823,531 Filing Date: March 31, 2001
 Examiner: Unassigned Group Art Unit: 2151
 Docket No.: SBL0004US Client Ref. No. SIEB195/01US

Commissioner for Patents
 P. O. Box 1450
 Alexandria, VA 22313-1450

INFORMATION DISCLOSURE STATEMENT
 37 CFR § 1.97(b)

Dear Sir:

Pursuant to 37 C.F.R. § 1.56, § 1.97 and § 1.98, the documents listed on the accompanying PTO Form-1449 are called to the attention of the Examiner for the above patent application. Copies of these documents are enclosed.

Citation of these documents shall not be construed as:

1. an admission that the documents are necessarily prior art with respect to the instant invention;
2. a representation that a search has been made; or
3. an admission that the information cited herein is, or is considered to be, material to patentability as defined in § 1.56(b).

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on August 20, 2003.

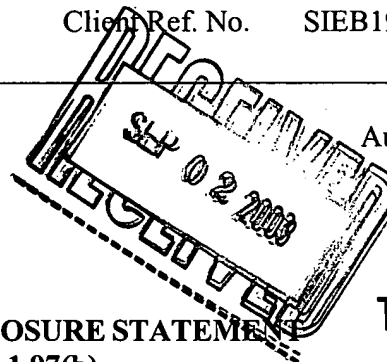
Attorney for Applicants

Date of Signature

Respectfully submitted,

D'Ann Naylor Rifai

D'Ann Naylor Rifai
 Attorney for Applicants
 Reg. No. 47,026
 512-439-5086
 512-439-5099 (fax)



Austin, TX
 August 20, 2003

RECEIVED

AUG 27 2003

Technology Center 2100